

Job Description

FT Senior Operations Manager - DWP

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| Function: | Government Services  |
| Position:  | Senior Operations Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | **Regional Operations Manager (Field Team)** |
| Additional reporting line to: |  |
| Position location: | Field based  |

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| 1. Purpose of the Job  |
| * Support the Regional Operations Manager in overall regional delivery through effective people and organisational management, leading and influencing core activity with senior responsibility over the regional team.
* Coordinating daily requirement through effective direct and indirect management of the field team and the wider supply chain enabling collaborative ways of working in a controlled environment
* To ensure that client properties are open and operating at all times, assets are maintained, statutory requirements are met and that the supply chain is operating in accordance with SLA within a singular or up to 4 Corporate Centre locations.
* Effective collaboration with the client supply chain members (TFM, security, FF&E, project management and lease/landlord to ensure exceptional customer service is provided on a daily basis to the DWP.
* Address any supply chain member performance issues to the satisfaction of the Authority and escalate as required in accordance with SLA
* Daily liaison, support and escalation management at all levels, maintaining a visible presence to DWP employees and senior management, identifying process improvements in collaboration with key stakeholders which will improve service and relationships within the DWP estate.
* Propose, implement and manage specific service solutions relevant to buildings within your control in order to achieve savings and or productivity requirements for DWP.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY17: | £10m | EBIT growth: | £ | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | 15% |
| Net income growth: | Tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Management and direction of the regional field team
* Overseeing and driving the effective delivery of supply chain services to a portfolio of DWP properties
* Embedding cultural change associated with the target operating model
* Leading change through proactive operational improvement planning
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** |
| * Lead and develop field team to ensure a good breadth of subject matter expertise across all supply chain towers
* Oversee operational activity within defined location(s) (service delivery from supply chain members, change programmes and projects), utilizing reporting insight and data analysis to ensure the smooth, safe and efficient day to day running of the Authority estate.
* Auditing supplier performance, property condition and customer satisfaction
* Work proactively with supply chain members to drive and improve performance and to identify innovation and opportunities that will enhance the customer experience
* Act as senior point of contact for escalation of property issues, escalating issues as required to regional operations manager and ensuring that any remedial actions are taken
* Act as a Sodexo ambassador and SME of the integrator model
* Ensuring safety in complex and challenging operating environment to exceed industry standards and protect Sodexo and DWP’s employer brand.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Maximize the functionality and productivity of the field team to incorporate all dimensions of the integrator model relating to the effective management of supply chain members: reviewing assets, undertaking audits, identify health and safety issues, compliance, checking risk assessments, assisting service issue resolution – deploying and utilizing subject matter expertise within the team to drive improvements at either site, regional or national level.
* Ensure the field team effectively manage and address any compliance issues relating to supply chain members, collaborating with the supply chain manager in the first instance and then escalating in accordance with SLA
* Help facilitate a cultural shift within DWP by engaging appropriately with DWP colleagues and customers, using appropriate communication channels, sharing best practice/learning, upskilling and training and undertaking joint audits and site visits in order to encourage new ways of working and embed the change in operating model
* Assure the safety of colleagues, customers and contractors through the implementation and management of effective safe ways of working and processes.
* Implement 24-hour incident management ownership for your allocated locations to ensure there are appropriate procedures and processes in place to ensure remedial action. Raise work orders in line with financial controls to rectify any issues,
* Attend regular meetings (frequency TBC with SCP) with key supply chain partners and Authority site personnel, utilizing management information to drive service delivery and performance.
* Review proactive and predictive maintenance opportunities and processes to ensure fit for purpose
* Assist the programme management team to oversee the delivery of projects, ensuring all works are initiated and delivered to high standards with all statutory requirements met.
* Deliver annual service improvement plan ensuring that it reflects customer feedback and is communicated fully to key stakeholders within territory.
* Support contract management team and DWP in the collation of evidence in relation to any service breaches, ensuring all steps have been followed in accordance with procedure and that there is an appropriate audit trail.
* Assist in the design and implementation of field surveys to support/improve the performance management system data, providing a rich qualitative source of supplementary data
* Manage clients proactively and professionally, in line with Clients for Life ensuring Sodexo delivers service in accordance with the client’s business objectives - establishing a dynamic and positive culture for co-operative business relationships and improvements to service
* Constructively challenge current thinking and practice, offering new ideas, alternatives or improvements to existing solutions, offers and approaches
* Take ownership of personal development, complete all Company HR processes including developing plans, objective setting and employee performance appraisal
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| 6. Accountabilities  |
| * Effective management of a regional field team responsible for ensuring all supply chain towers are delivering optimum customer service to DWP in accordance with agreed SLA’s
* Ensuring the smooth running, efficient and effective day to day operational management of the Authority Estate within allocated building(s).
* A collaborative quantitative and qualitative performance management approach is adopted with supply chain members, working in partnership to drive customer service and improve the DWP customer experience
* Any risk is appropriately covered and mitigated to protect the financial position and brand of both DWP and Sodexo.
* Safety and compliance of customer, team and assets is always practiced
* Set up and manage all maintenance related relationships on site with relevant supply chain leads and DWP colleagues such as the DWP Building manager’.
* Oversee and lead on disaster recovery incidents/process, working with DWP to improve people safety and operational availability.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proven leadership experience in an integrator or similar operating model and the delivery of outsourced management services
* Experience managing long-term client relationships, preferably gained working in both the public and private sector
* Up to five years’ experience gained in an integrator or similar operating model/the delivery of outsourced management services in a team management role
* Demonstrable experience in FM/premises/property related industry within Estates and/or any of the supply chain towers
* Excellent presentation skills with the mental agility to ‘think on feet’ and provide convincing answers with practical solutions.
* CAFM and management information reporting
* Manage multiple workloads and shifting priorities
* Ability to interpret and utilise data
* Excellent interpersonal skills and ability to communicate effectively with customers, clients and employees at all levels
* Achieve set standards and operate to performance criteria; for example health and safety, hygiene
* Self-motivated and able to work on own initiative within a team environment

Desirable* Public sector experience
* Related FM qualifications
* IOSH/NEBOSH or similar
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction
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| * Rigorous management of results
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| * Brand Notoriety
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| * Commercial Awareness
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| * Business Consulting
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| * Innovation & Change
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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